

Privacy Notice

Contact details

Name: Catherine Irving Consultancy Ltd

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Company registration Number: 12772359

The type of personal information we collect

We currently collect and process the following information:

- Name
- Job role or title
- Employer, organisation or business name
- Address of your employer, organisation or business
- Telephone number
- Email address
- Access needs and/or dietary requirements
- IP address

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When you email us
- During a telephone consultation
- Completion of a booking form
- Completion of a contract

We use the information that you have given us in order to

- Respond to queries
- Provide information on our services
- Provide you with a quotation
- Provide services to you
- Deliver services
- Process bookings or requests
- Provide or administer services, such as issuing certificates of attendance
- Maintain my accounts
- Provide information of upcoming services

- Seek your views on the services I provide
- Make any necessary adjustments to the session or venue to ensure you are able to fully participate in the session.

We may share this information with:

- Accounting services

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent.** You are able to remove your consent at any time. You can do this by contacting us at catherine@irvingconsultancy.co.uk
- We have a contractual obligation.** The processing is necessary for a contract that we have with you.
- We have a legal obligation.** The processing is necessary for us to comply with the law.
- We have a legitimate interest**

How we store your information

Your information is securely stored. I have put in place appropriate security measures and safeguarding to keep your personal information as secure as possible.

Lists of names and contact details of course attendees will be deleted 3 years following delivery of training sessions to allow for re-issuing of certificates if required.

Details of access needs and dietary requirements are deleted within two months of delivery of the training session.

Copies of Safeguarding Review reports are retained for a period of 18 months to allow for a review period.

We only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. For tax purposes the law requires me to keep basic information about my clients (including Contact, Identity, Financial and Transaction Data) for six years after they stop being clients. In some circumstances I may anonymise your personal data for research or statistical purposes in which case I may use this information indefinitely without further notice to you.

Use of cookies

We use cookies on our website. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. We use cookies to identify unique visitors and track visitor sessions on the website. Cookies can be controlled using the cookie consent pop up on the website.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask me for copies of your personal information.

Your right to rectification - You have the right to ask me to rectify information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

Your right to erasure - You have the right to ask me to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask me to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that I transfer the information you gave me to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at catherine@irvingconsultancy.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at catherine@irvingconsultancy.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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